

Auditor Training Workshop – How to Deliver Effective Feedback

Case Scenario #2

Reviewer

You have done a review of the files of this physician, and are now sitting down to discuss the review with him/her. Your review found that the records were lacking information, and you have concerns that some aspects of care don't seem to meet the standard required.

2 out of 3 charts reviewed were for elderly patients that are being prescribed benzodiazepines on an ongoing basis. You can't see any record of discussions about trying to taper these medications.

The notes are very brief, and active complaints are not elaborated on. Follow up plans are often unclear.

Case Scenario #2

Reviewee

You have recently had a chart review done by a College reviewer. You have received the report back, which has some suggestions for improvement. You have found this whole process to be quite stressful to go through, and are nervous about this meeting. You don't know if "they" understand the realities of day-to-day practice, and the demands that go along with it.

You are reassured that there were some positive comments about your management.

You have some difficulty keeping up with keeping all of the charting, and don't always record everything that you do. You have been seeing your patients for many years, and feel that you know them well, and don't have to record every thing every time. You know that you don't always enter new diagnoses into the list of problems – especially for conditions that are not lifelong. You find it just extra work to do at times.

You know that there have been changes to the recommendations around prescribing benzodiazepines. You have many patients that have been taking them for years at stable doses, and have been having a hard time trying to have a conversation about it when they seem to be doing fine.